

Asia Pacific leads the world in passenger satisfaction

When the ACI ASQ Awards were announced for 2013, we were of course happy for our six customer sites that won one of the prestigious awards, but we were also impressed at how Asia Pacific was faring when compared to the rest of the world.

The infographic below highlights two sets of data. Firstly, the 2013 results whereby Asia Pacific sites accounted for 72% of the total awards given in all of the "Airport by Size" categories. With the bottom of the infographic highlighting a distinct trend over the past seven years - Asia Pacific is truly leading the world when it comes to passenger satisfaction.

ACI ASQ Awards 2013, Airport by Size - by the numbers infographic, shows the dramatic difference between Asia Pacific airports receiving awards when compared to the rest of the world.

To win an ASQ Award, participating airports are evaluated by passengers throughout the year meaning exemplary customer service is crucial but so is consistent, reliable airport operations. As a supplier of passenger facing airport systems, reliability is crucial and it shows with six of our customer sites winning at least one ASQ Award in 2013, up 100% from 2012.

Airport by Region

Asia Pacific - (2) Singapore Changi Airport, (4) Shanghai Pudong International Airport

Airport by Size

5-15m - (1) Haikou Meilan International Airport, (3) Tianjin Binhai International Airport

15-25m - (4) Salt Lake City International Airport

25-40m - (4) Shanghai Hongqiao International Airport

40m+ - (1) Singapore Changi Airport, (3) Shanghai Pudong International Airport

Intersystems world-renowned Rapid Suite is installed in all six airports providing passengers with continuous access to accurate flight information and operators the operational systems required to run an efficient airport.

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